

Notice of References Cited	Application/Control No. 09/610,927	Applicant(s)/Patent Under Reexamination GREWAL ET AL.	
	Examiner Romain Jeanty	Art Unit 3623	Page 1 of 1

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*		Document Number Country Code-Number-Kind Code	Date MM-YYYY	Name	Classification
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	B	US-5,517,405	05-1996	McAndrew et al.	706/45
	C	US-			
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	E	US-			
	F	US-			
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	I	US-			
	J	US-			
	K	US-			
	L	US-			
	M	US-			

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NON-PATENT DOCUMENTS

*		Include as applicable: Author, Title Date, Publisher, Edition or Volume, Pertinent Pages)
	U	"Help Desk Software (Help desk software market predicted to rapidly grow; Americans will make 200 mil help desk calls in 199 up from 120 mil in 1995, costing PC suppliers alone nearly \$4 bil)"; 7/1996, Computer Business Review, V 4, n 7.
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*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)
Dates in MM-YYYY format are publication dates. Classifications may be US or foreign.